

OverniteShip Online: "How does this thing work" 101

REGISTER

Go to the Overnite Express website, overniteexpress.com, and click on the "Ship" tab.



If this is your first time using Overnite Online, you will need to click on "register first" and complete a one-time registration process.



REGISTER



To register, just click on "Account Holders."

Enter your OverniteShip Online verification key here as instructed above, or call your Overnite Express representative to pre-register you. The verification key is printed on the bottom of your Overnite Express invoice. If you don't have an Overnite Express invoice, you can also obtain your verification key by calling Customer Care at (800) 683-7648, option 4.

Click here for detail >

REGISTER

*After completing the registration process, you will be taken back to the log-in screen.

SHIP

The screenshot shows the 'Shipment Preparation' form for 'Overnite Express'. At the top, there are navigation tabs: 'ship' (highlighted), 'addresses', 'my profile', and 'history'. Below the tabs, the form is titled 'Shipment Preparation: Step 1 of 3'. The form contains several sections: 'Shipper' (From: Joe Smith, E-mail: joe9999@smith.com), 'Recipient' (Name, Company, Street Address, Suite/Floor/Apt, Zip, Phone, E-mail), and 'Billing' (Billing Reference). There are also checkboxes for 'Save this address for later use', 'Check here to receive e-mail confirmation of delivery', and 'Check here to send delivery confirmation to recipient'. At the bottom, there are 'Reset' and 'Next->' buttons. Red numbers 1 through 16 are placed over the form to indicate specific callout points.

1. Shipment preparation tab

2. Address book maintenance tab

3. Profile updates and customization tab

4. Shipment history tab

5. If you'd like to add or delete a shipper's name on this account, click here.



6. To ship to a saved address, start typing the saved recipient's information in either the recipient or recipient company field, then choose from the drop-down list (if any), or click on the Rolodex icon and choose a name from the list of saved names.

7. Check this box if the package is being sent to a residential address.

8. You have 2 options here— you can either choose to enter a new destination address or select one that has been previously saved.

9. If you are unsure of the destination ZIP code, don't worry, click here and the US Postal Service ZIP Code Lookup window will appear. *(The city of choice will automatically appear on the label once the ZIP code has been entered.)*



10. It's important to have the recipient's phone number for each package. *(This is a required field.)*

11. Enter the recipient's e-mail address here to send them a second delivery confirmation. Be sure to check the box as described in #16.

12. This is for any billing reference you want to have appear on your Overnite Express invoice.

13. Enter any special instructions that may help the driver with a potentially challenging delivery.

14. Sending to this company again? Save this address for future use by checking this box. *Note: When an address is saved, it is accessible by all Overnite Online users who have the same account number. If you would like to not have this address shared, specify so under the "Addresses" tab. The company's Site Administrator may choose to disable the networked addresses in their "My Profile" section.*

15. Check this box if you would like to receive an e-mail confirmation at delivery.

16. To send a second delivery confirmation— perhaps to the package recipient, check this box. Make sure you enter their e-mail address in the "Recipient E-mail" section of the shipment preparation page, as described in #11.

SHIP

What time did you want your package delivered? Choose the service you would like to meet your specific needs.
**Only the services Overnight Express has available to the destination ZIP code will appear.*

If there are multiple packages in one shipment to the same recipient, enter the total number of pieces in your shipment in this field. This will ensure that the packages will be weighed, processed, and delivered together. Make sure to also change the default print number (in your print dialog box) from 1 to the number of pieces in your shipment, so that each piece has a separate label. (See page 4.)

Check one of these options for a signature on your package.

Click "Next" to preview your shipment information.

Service Type: Step 2 of 3 Overnight Express

Services Available to 92614 - Irvine, CA

- Early Overnight Delivers by 9:00 a.m. M-F
- Morning Overnight Delivers by 11:00 a.m. M-F
- One Overnight Delivers by 1:00 p.m. M-F
- Next Day Overnight Delivers by 4:00 p.m. M-F
- Saturday Overnight Delivers by Noon, Saturday (before Noon)

Other Options

Desired dates:

CSE account:

Bill Another Account:

To add additional accounts click on the profile tab.

Optional

Number of Pieces

Authorize release without a signature

Signature Required

Ready to Ship: Step 3 of 3 [Logout]

You are now ready to print your shipment form.
Click the button below to proceed.

Review Your Shipment

Service Selected: Billing Reference:

From:

Name:

Company:

Address:

City: State:

Zip:

Phone:

Special Instructions:

To:

Name:

Company:

Address:

City: State:

Zip:

Phone:

SHIP



You're all set! Go ahead and click "Print." When you click "Print" the screen allows you to print more than one copy, if you'd like. After printing the label and closing the shipment form, Overnite Online will automatically navigate back to the shipment preparation page.

Once you click on the "Print" button, the shipment form will appear and your Windows dialog box will open, allowing you to select which printer you would like to use.

*Mac users will not see a print dialog box. Instead, you will have to click and hold the Apple symbol and press "P."

**If the Print dialog box does not appear, please change your pop-up window blocker to allow pop-up windows from overniteexpress.com.*

OverniteExpress

99999-000008-V10

Morning Overnite -- A

Bill To: 99999 Date: 1/12/2006
From: Joe Smith
Smith Company
1234 Your Street
Ste: 10th
Your City, CA 91234

To: Jane Doe
ABC Company
1234 A Street
Ste: 1000
Irvine, CA 92614
9495551212

Billing Reference:

Number of Pieces: 1

SPECIAL INSTRUCTIONS:

PRINT **DONE**

Please fold this page in half and place it in the pouch on your shipment. Only one copy is required by Overnite Express.
WARNING: Use only the printed label for shipping. Using a photocopy of this label for shipping purposes is fraudulent and could result in additional billing charges, along with cancellation of your Overnite Express account or OverniteShip Online Profile. Shipments with invalid account or credit card numbers will not be delivered.

A "How-To" for OvernightShip Online

ADDRESSES



1. Have a new client? Add their address to your Address Book by clicking here.

2. To view addresses by company name, click on the first letter of the company name.

5. To edit a company's information, click "Edit."

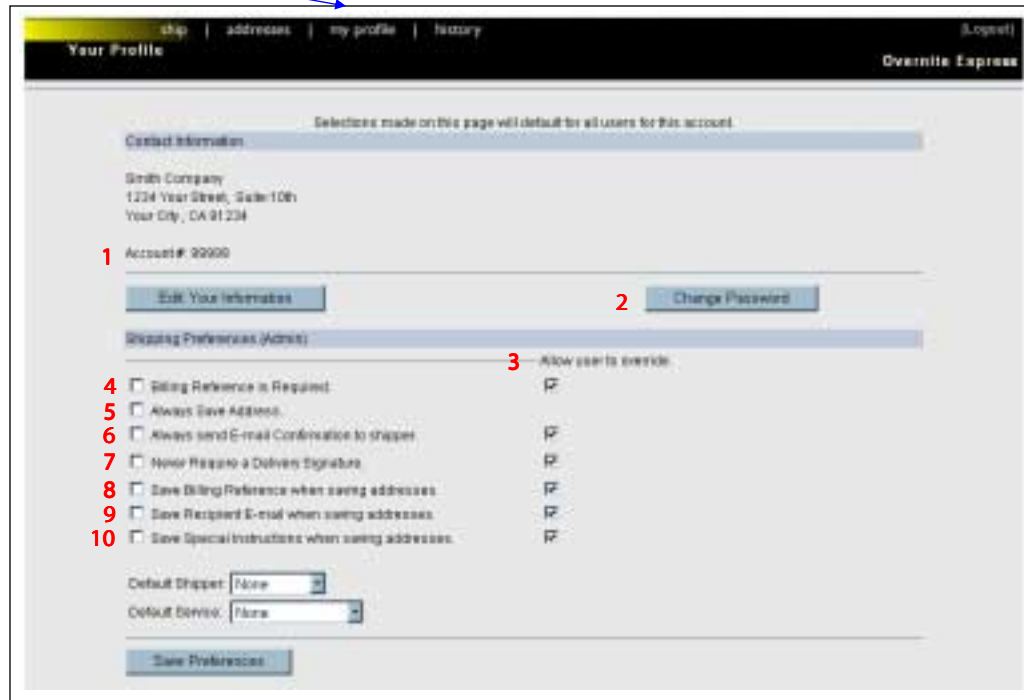
3. If it's easier to sort your Address Book by Name, Company, Address or ZIP code, click on the appropriate blue link.

4. To ship to any address in your address book, simply click on the "Ship" button, and the recipient information will be automatically filled out for you.

1a. If you prefer not to share this address with other account users, go ahead and check this box. The company's Site Administrator may choose to disable the Non-shared addresses in their "My Profile" section.

6. To delete recipient information, click the "Delete" button.

YOUR PROFILE



1. To edit your company information, simply click on the “Edit Your Information” button, then after entering the correct information, just click the “Save Changes” button.



2. In order to change your e-mail address (username) and password, all you have to do is click on the “Change Username & Password” button. After entering the new information, just click the “Save Changes” button.
(The password must be at least 6 characters.)



3. The “Allow users to override” section is for Site Administrators only. This allows the user to manage and override specific options in the program as listed on the left for all the registered users.

4. If you need to be reminded to enter a billing reference, check this box.

5. To save all of your delivery addresses every time, check this box.
(This box will automatically be un-checked when you choose an address from the address book.)

6. If you’d like to receive an e-mail confirmation every time each package has been delivered, check this box.

7. If you do not require a signature for any of your packages at the time of delivery, please check this box.

8. To always save the billing reference along with the delivery address, just check this box.

9. To save the recipient’s e-mail address along with their delivery address, simply check this box.

10. Check this box if you want the special instructions saved along with the specific delivery addresses.

YOUR PROFILE

The screenshot shows a web interface for user profile management. It is divided into several sections:

- User Preferences:** Contains four checkboxes: "Disable Shared Address Book", "Disable 'Non-Shared' Addresses", "Disable Shipping History", and "Disable Profile Tab". A "Save Changes" button is below.
- Allowable Service Types:** Contains eight checkboxes for service options: "Early (8:00 a.m.)", "Morning (11:00 a.m.)", "One Overnight (1:00 p.m.)", "Next Day (4:00 p.m.)", "Saturday Overnight", "Next Day Remote", and "2nd Day Remote". A "Save Changes" button is below.
- Add a user:** A form with three input fields: "First Name/Last Name", "Email Address", and "Password". An "Add User" button is below.
- User Maintenance:** A table with columns "Name", "User Login", and "Show Pricing". The first row shows "Joe Smith", "joe12345@smith.com", and a "Show Pricing" checkbox (labeled 18) which is currently unchecked. A "Cancel Password" link is to the right.
- Third Party Billing Accounts:** A section with a descriptive paragraph and three input fields: "Account Nickname", "Account Number", and "Verification Key". An "Add Account" button is below.

Red callout numbers 11 through 19 are placed to the left of the corresponding sections in the screenshot.

11. To disable the shared address book among all registered users, click on this box. *(Administrators only.)*

12. To disable the registered users' ability to have non-shared addresses in their address book, click on this box. *(Administrators only.)*

13. To disable Shipping History viewing privileges for registered users, click on this box. *(Administrators only.)*

14. To disable Profile tab privileges for registered users, click on this box. *(Administrators only.)*

15. You can choose the service types you want available to registered users by clicking on the boxes.

16. To add a new shipper to your account, enter their information here, then click "Add User." *(Administrators only.)*

17. To delete any registered users from this account, click delete next to their name. *(Administrators only.)*

18. To show pricing information for shipments for registered users, click on this box. *(Administrators only.)*

19. To bill another Overnight Express account but have the shipment appear to come from your address, add their information here. The accounts will be available on the service window when you prepare a shipment.

HISTORY

ship | addresses | my profile | history [Logout]

Your Shipment History

Overnite Express

If you choose to not send a shipment once you have prepared it there is no need to contact us, just throw away the shipment form.

Track Your Shipment: 1

Shipment history includes the current month only, call customer care for previous months.

Select the delivery dates you want the report to show.

2 From: Example: 01/01/2008
To: Example: 01/01/2008

3 Report will show all shipments prepared today:

1. To track your shipment, input the shipment's tracking number and click on the "Track" button.

2. If you'd like to see shipments already received and processed by Overnite Express, you will need to first enter a date range. After clicking the "Create Report" button, your report will appear on-screen. (You can either view this in HTML format or download in Excel format. Office administrators will have the ability to view an additional column showing the charges for each package. Call your Account Executive for details.)

3. To view all the shipments you've prepared on your account today, just click "Today's Shipments." (You can either view this in HTML format or download in Excel format.)